

# Setting Text Properties for a Queue

## Instant Queue Manager V4

### Instant Technologies

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## INTRODUCTION

This set of instructions assumes that you have already set up a queue and that it is working fine. We will be discussing how to change the messages seen by the visitor/seeker and the expert.

## OVERVIEW OF STEPS

1. Sign in to Instant Queue Manager V4 with a userid and password that has rights to change queues.
2. If you have just signed in, you will already be in the Queues tab. If a different tab is selected, click on the Queues tab.
3. After waiting for the list to fully populate, find and select the queue for which you want to change the text messages.
4. Click on the "Edit Queue" button just under the banners on the right hand side of the form.
5. After the queue's Basic tab information has fully loaded, click on the "Text" tab.
6. Make the changes to the fields you want to change.

NOTE: A list of variables that can be used to make the messages more personalized can be found at the top of the form by clicking on the "System Variables" link.

7. Click on "Save & Close".
8. To test query the queue with a user that isn't an expert in the queue.

The changes should be visible immediately in the queue.

HINT: If you want to reset everything to "factory default" values, change the language for the "Basic Test Resource" field, then change it back to your desired language. This will reload all the fields with default values provided by Instant Technologies.

## FIELDS USED BY MONITORED/WATCHED QUEUES

The fields used by monitored/watched queues are:

- Welcome Message
- Temporary Welcome Message
- Operator Located
- No Operators available
- Notify Operator
- No Operators online
- Searching For Operator
- Message displayed to an expert if they are member of the queue
- Agent closes chat session
- Customer closes chat session
- Informing agent they have picked a customer
- Informing customer they have been transferred

The remaining fields in the Text tab are retained for backward compatibility with V2 and V3 queues. Changing them or leaving them will have no impact on V4 queues.

### DETAILED PROCESS

The following instructions are a more detailed description of the process needed to edit the text messages used by a monitored/watched queue.

1. If not already running, start Instant Queue Manager.
2. Log in with a userid that has rights to modify queues.
3. If you have just signed in, you will already be in the Queues tab. If a different tab is selected, click on the Queues tab.



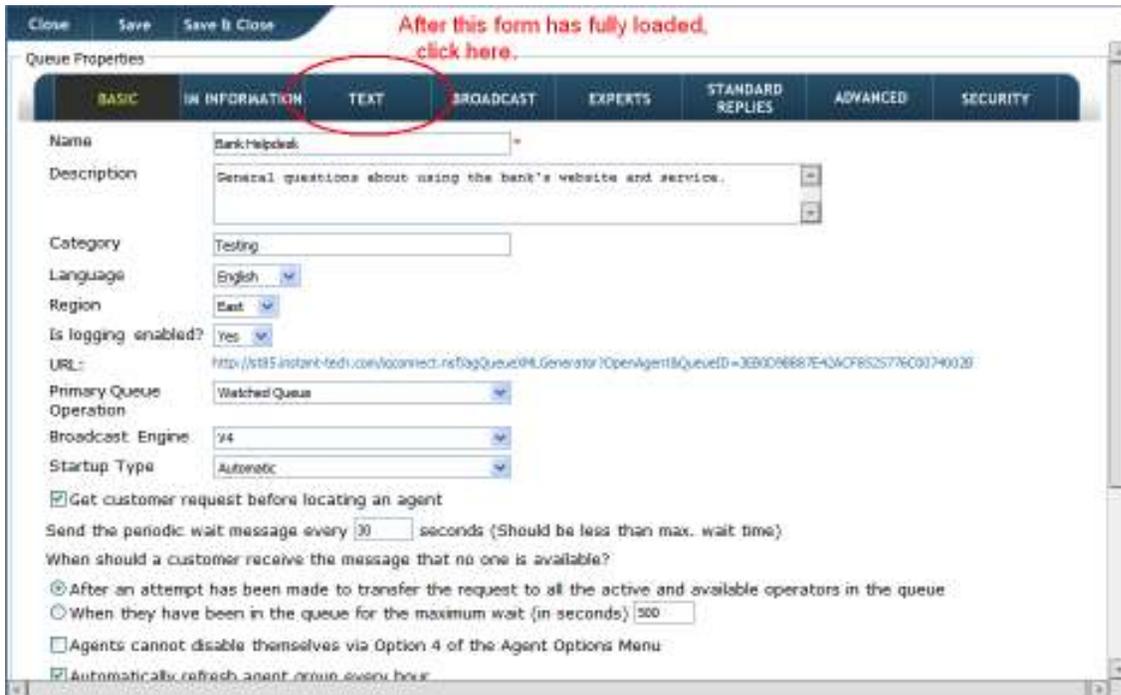
4. After waiting for the list to fully populate, find and select the queue for which you want to change the text messages.



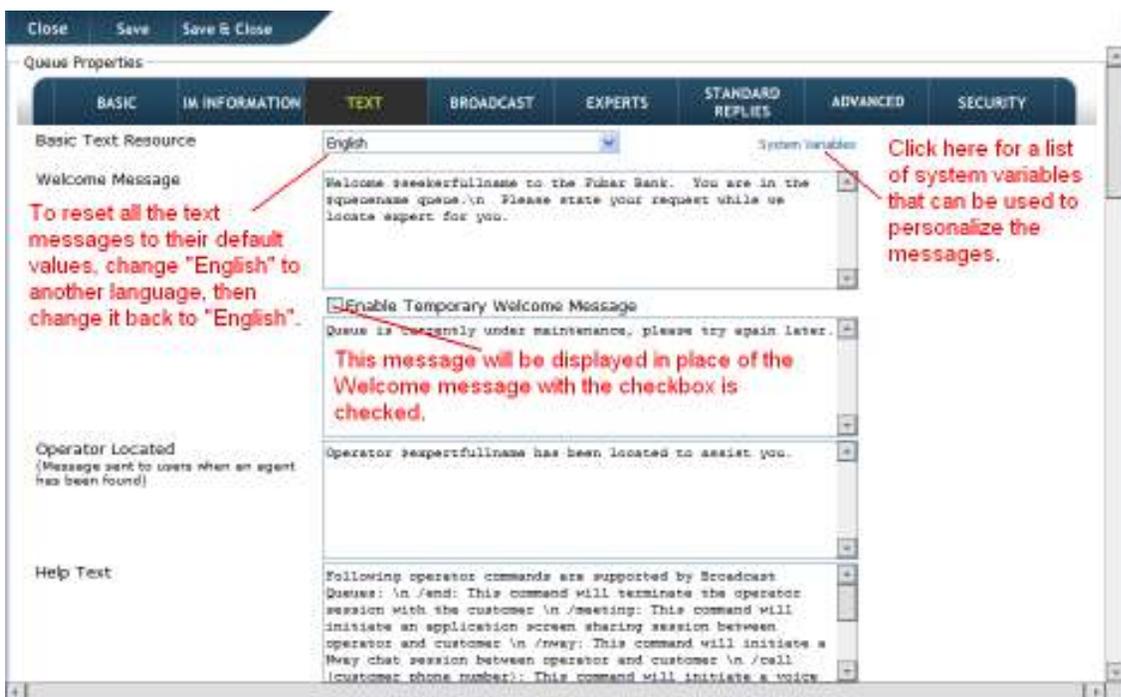
5. Click on the “Edit Queue” button just under the banners on the right hand side of the form.



6. After the queue’s Basic tab information has fully loaded, click on the “Text” tab.



7. Make the changes to the fields you want to change.



“\n” – This code is used in V2 and V3 queues to start a new line. We have retained it here to maintain backward compatibility with broadcast queues. V4 queues simply ignore the code when they see it. In place of it simply use your enter key to insert a new line into the text message.

System Variables – These system variables are case sensitive. If you get the wrong case, when the queue sends the message, you will see the variable name instead of the value. To correct this problem, edit text messages, look up the proper cases in the Systems Variables list, and correct the variable in the text message.

If the queue will be used by anonymous visitors to your web page, you may not want to put the seeker’s name in your welcome message. In place of the name, the unique id token is displayed.

8. Click on “Save & Close”.



This will return you to the list of queues. If you want to change another queue’s text messages, you can select the new queue and repeat the process starting at step 4.

9. Test the queue.

**NOTE:** It is easiest to test the queue with the help of a co-worker. One is the expert and the other is a visitor. You can also do both sides of the conversation with two computers.

To test the expert side of the queue, have your coworker query the queue from a Sametime client that has the queue in its contact list, or from a web page that has a click to chat link to the queue. You will be the expert side. Accept the conversation, and watch the messages to see that they appear the way you want them to. Then reverse roles with your co-worker so that you can review the messages seen by the visitor/seeker.